



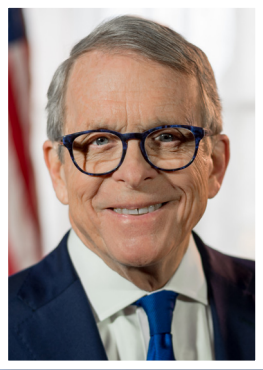
**Department of
Administrative
Services**

DAS.Ohio.gov

2023

A circular inset image showing the Ohio Statehouse dome, a large, white, classical-style building with a prominent dome and columns, set against a blue sky and green landscape.

Fiscal Year Annual Report



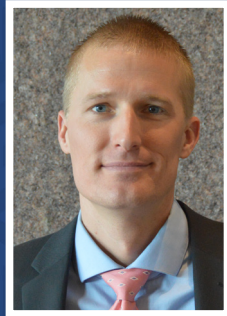
Mike DeWine
Governor



Jon Husted
Lt. Governor



Kathleen C. Madden
Director



Ryan Garber
Assistant Director



Katrina Flory
State Chief
Information Officer/
Assistant Director

Ohio Department of Administrative Services

Message from DAS Director:

I am pleased to present this report highlighting the work of the Ohio Department of Administrative Services during fiscal year 2023.

As the engine of state government, the services DAS provides reach all state agencies, boards, and commissions, and many local governments. Our leadership and support for state government business functions enable other agencies to concentrate resources on their core missions and services provided directly to Ohioans.

Our team is committed to easing access for those doing business with the state, securing data and technology resources, and providing human resources and other centralized core services that create efficiencies for state agencies, boards, and commissions.

To learn more about DAS, visit us at [DAS.Ohio.gov](https://das.ohio.gov), and connect with us on Twitter and LinkedIn.

Sincerely,
Kathleen C. Madden, Director



INFORMATION TECHNOLOGY

The Office of Information Technology (OIT) delivers enterprise information technology and telecommunication services, as well as IT policy and standards, lifecycle investment planning, and privacy and security management.

OIT ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Launching a new redesigned myOhio intranet for the state workforce that offers a more dynamic user experience and easy access to frequently accessed resources.
- Earning a Government Project Experience Award from the Center for Digital Government for the state's application of technology to fight attempted fraud, improve security, and enhance service and privacy for Ohioans seeking unemployment benefits.
- Partnering with the County Engineers Association of Ohio and the Ohio chapter of the Urban and Regional Information Systems Association, the Ohio Geographically Referenced Information Program (OGRIP) team helped host the 2022 Ohio GIS Conference which brought GIS professionals from throughout the state together.
- Receiving State IT Recognition Awards from the National Association of State Chief Information Officers (NASCIO) for Ohio's work to provide better service to citizens through Ohio Benefits. Ohio won awards in both the Emerging and Innovative Technologies and Business Process Innovations categories.
- Hosting more than 500 government IT and law enforcement professionals at the 2022 Ohio Cybersecurity Day Conference focused on protecting state data and securing IT infrastructure.
- Co-hosting a 9-8-8 / 9-1-1 workshop series addressing interoperability with the Ohio Department of Mental Health and Addiction Services' 9-8-8 Office. The workshops consisted of five regional events attended by 9-1-1 coordinators and 9-8-8 service providers from 39 Ohio counties.
- Implementing multi-state licensing through eLicense Ohio Professional Licensure System as Ohio joined the Nurse Licensure Compact, allowing registered nurses and licensed practical nurses to provide care in person or via telehealth and quickly cross state borders to provide vital health care services in the event of a disaster or public health emergency.
- Partnering with the Ohio Casino Control Commission, Ohio Lottery Commission, and Ohio Department of Taxation to deliver IT services for sports gaming licensing, tax collection, and the Voluntary Exclusion Program, now known as Time Out Ohio.
- Reaching more than 3 million individual and business users of OH|ID to interact with multiple state agencies and access a variety of programs and services.
- Launching a new self-service tool, Citizen Invite, the InnovateOhio Platform simplified the process of onboarding users to applications that leverage OH|ID, allowing agencies to create customized campaigns and invite existing and new users to access applications.
- Receiving a Best Use of Technology for Operations – Internal Focus award along with partners at the Ohio Department of Medicaid and the Ohio Department of Job and Family Services at the 2022 American Public Human Services Association IT Solutions Management Conference. The award recognized the work of the agencies to deploy innovative technologies to the Ohio Benefits Program that provides assistance to Ohio's most vulnerable residents.
- Partnering with the DAS State Human Resources Division to successfully add eight new agencies and 8,300 employees to the Kronos timekeeping system. To date, nearly 75 percent of state workers have successfully onboarded, representing 35,891 out of 48,246 employees.



3 MILLION +
citizen and business users
to interact with multiple
state agencies



HUMAN CAPITAL AND PLANNING

Human Capital and Planning consists of the State Human Resources Division and the Office of Collective Bargaining.

The **State Human Resources Division (SHRD)** provides centralized human resources services and guidance to state agency HR offices as well as approximately 50,400 State of Ohio employees and their dependents. This division's services include benefits administration, drug testing, payroll administration, classification, and compensation, central recruiting, professional development, and Lean/Six Sigma.

SHRD ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Working to fulfill Governor Mike DeWine's commitment to making the State of Ohio a model state for employer benefits, medical benefits for state employees were expanded to include items such as cold caps and wigs often needed by those fighting cancer.
- Implementing the expansion of maternity health care benefits for eligible state employees, including several prenatal, childbirth, and post-childbirth services provided at no out-of-pocket cost to employees utilizing network providers.
- In response to requests from employees, improving the Ohio Employee Assistance Program for state employees and their family members. The robust program now offers expanded behavioral health services and private, ready access to clinicians 24 hours a day.
- Streamlining the State of Ohio civil service application to make the process easier for individuals applying for positions in state government.
- Hosting the third annual Inclusion Conference in support of Governor DeWine's commitment to being a disability inclusion state and model employer of individuals with disabilities.
- Realizing a 14% increase in state hires willing to self-report as individuals with disabilities, an important objective of Governor DeWine's Disability Inclusion Program.
- Designing and implementing a new feature that allows state employees to access their full, detailed compensation package online and in one place.
- Engaging in 13 major LeanOhio projects, impacting more than 70 state agencies, boards, and commissions; and providing training to more than 900 individuals through LeanOhio's portfolio of training offerings.
- Achieving a 71% reduction in pending Equal Employment Opportunity cases with 79 of 112 cases closed.

- Facilitating increased agency compliance with the Americans with Disabilities Act (ADA) through the issuance of clarified posting requirements guidance and an accompanying poster.

The **Office of Collective Bargaining (OCB)** directs the state's labor relations and human resources policy. This includes representing the State of Ohio as the chief labor relations entity in the negotiation of state labor contracts, managing dispute resolution, training state agencies on the labor contracts, daily contract administration, and guidance on business continuity plan development, human resources policies, and application of the civil service law.

OCB ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Finalizing the fifth (and final) collective bargaining contract with the Ohio State Troopers Association following balanced and fair successor agreements reached in fiscal year 2022 with the Ohio Civil Service Employees Association, Service Employees International Union/District 1199, the Ohio Education Association, and the Unit 2 Association.
- Hosting the Ohio Collective Bargaining Academy graduation, recognizing nearly 70 state employees who took the comprehensive labor relations training in 2020, 2021, and 2022.
- Joining several state, federal, local, and non-profit partners, the Office of Business Continuity participated in a simulated test of the state's emergency response to a radiological event in northern Ohio.
- Reissuing eight statewide human resources policies including the statewide Teleworking Policy which requires agencies to balance teleworking arrangements with an in-office presence during the workweek.
- Managing 3,367 grievances filed between July 1, 2022, and June 30, 2023. A total of 628 grievances were scheduled for mediation and non-traditional arbitration. The overall resolution rate at mediation was 56%. Of the 53 arbitrations scheduled, 40% were resolved prior to the hearing.



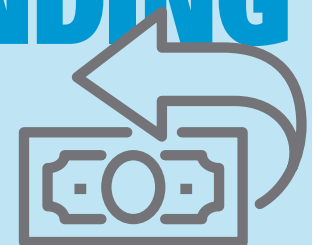
GENERAL SERVICES DIVISION

The General Services Division (GSD) is comprised of the following offices – Asset Management Services, Fleet Management, Procurement Services, Properties and Facilities, Real Estate and Planning, Risk Management, and State Printing and Mail Services – as well as the State and Federal Surplus Services Program.

GSD ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Facilitating a new contract for mid-sized sedans that brought the delivery of the first Hondas and first hybrid vehicles purchased by DAS for the state fleet.
- Introducing telematics to the state fleet of vehicles, providing an innovative tool to help better manage vehicles and equipment.
- Installing a motor pool kiosk system at the Ohio Department of Natural Resources headquarters for after-hours access.
- Transitioning the Ohio Department of Youth Services to the DAS motor pool.
- Continuing the expansion of the OhioBuys procurement module. More than 72 agencies, boards, and commissions are now using the state's eProcurement system.
- Refurbishing the "Terminal" sculpture outside the Frank J. Lausche State Office Building in Cleveland. Work included stabilization and repair, as well as removing corrosion and painting the 43 year-old sculpture.
- Managing 62 active major capital projects valued at more than \$245 million while working to initiate an additional 161 planned capital projects valued at more than \$258 million.
- Earning Energy Star Certification for several DAS-managed facilities, including the Frank J. Lausche State Office Building in Cleveland and the Rhodes State Office Tower, North High Complex, 25 S. Front St., and Surface Road buildings in Columbus under the newly revised standards of performance requirements.
- Providing comprehensive risk management programs and services to all state agencies, boards, and commissions, as well as the judicial and legislative branches of state government.
- Administering the enterprise-wide Self-Insured Vehicle Liability Program and Tort Liability Self-Insurance Program, and the Ohio Judges' Professional Liability Self-Insurance Program for the Supreme Court of Ohio.
- Creating an electronic tort claim reporting portal for inmates in Ohio Department of Rehabilitation and Correction institutions using state-issued tablets.
- Coordinating property claims for state agencies who experienced large weather claims during the winter storms.
- Assisting state agencies with insurance and bonding requirements for large projects.
- Realizing combined presort postage savings of over \$6,191,713 for participating agencies through the Office of State Printing and Mail Services.
- Conducting monthly supplier webinars and 42 virtual instructor-led training sessions for state agency staff on best practices for using OhioBuys, making it easier to do business with the State of Ohio.
- Launching the BuyOhio Scorecard, which provides data on state agency purchases of products raised, grown, produced, mined, or manufactured in Ohio or a border state, and for products and services offered by a supplier demonstrating significant economic presence in Ohio or a border state.
- Reporting the estimate of the purchases made by state institutions of higher education, governmental agencies, political subdivisions, boards of elections, private fire companies, private nonprofit emergency medical service organizations, and chartered nonpublic schools from DAS contracts totaled more than \$377,920,647 for the fiscal year.
- Refunding more than \$5 million to agencies, boards, and commissions through the State Surplus Program, which generates sales to other government entities and sells the remainder through online auctions.
- Securing legislation to convey 34 tracts of state-owned real estate valued at over \$15 million for state agencies, colleges, and universities.
- Relocating and consolidating seven state entities in the Oliver Ocasek Building, following the transfer of the facility to the City of Akron, to optimize the use of space and reduce the state's footprint by nearly 40,000 square feet.

REFUNDING
> \$5
MILLION



to agencies, boards,
and commissions through the
State Surplus Program



AGENCY OPERATIONS

Agency Operations includes the Director's Office and the Administrative Support Division, which set strategic direction and provide agency management and support services.

The **Administrative Support Division (ASD)** manages the business and support functions for DAS.

ASD ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Hosting nine Perspectives Series events for state employees featuring agency directors and experts from across state government highlighting programs or initiatives of partner agencies and discussing topics related to diversity. View the discussions on The Ohio Channel.
- Managing the statewide Combined Charitable Campaign for state employees that raised \$2.2 million for charitable causes.
- Providing administrative support to the Ohio Dr. Martin Luther King, Jr. Holiday Commission. The commission honored Ohio residents, organizations, and students carrying on Dr. King's legacy during its 38th annual commemorative celebration and 22nd annual oratorical contest.
- Partnering with the Ohio Civil Rights Commission to reimagine the Ohio Dr. Martin Luther King, Jr. Holiday Commission annual calendar by featuring works of art created by Ohio youth who participated in the annual Martin Luther King, Jr. Art, Writing & Multimedia Contest.
- Protecting the legal responsibilities and rights of DAS through the Office of Legal Services.
- Overseeing training, development, and engagement of DAS employees, including establishing team building trainings and a management resource group (DREAM Team, the Development for a Responsible, Engaged, Active, Management Team).

The **Director's Office** oversees the approximately 749 full-time employees and every division and program. It also collaborates with other agencies, boards, and commissions and represents the state on important stakeholder boards and Governor-led initiatives.

DIRECTOR'S OFFICE ACCOMPLISHMENTS FOR FISCAL YEAR 2023 INCLUDED:

- Supporting Governor Mike DeWine's 2024-2025 Executive Budget priorities, including supporting the safety and wellbeing of Ohioans by investing \$45.9 million in the transition to Next Generation 9-1-1 in Ohio; and improving communication among first responders by cutting in half monthly fees for local government subscribers using Ohio's Multi-Agency Radio Communication System (MARCS) in each year of the biennium. Now effective with the passing of the budget, the 9-1-1 Program Office and the MARCS Program that operate within DAS will spearhead implementation of these initiatives statewide beginning in fiscal year 2024.

SUPPORTING GOVERNOR DEWINE'S

2024
EXECUTIVE



2025
BUDGET

\$45.9
MILLION



invested in the transition to Next Generation 9-1-1 in Ohio

cutting in half monthly fees for local government subscribers using the Multi-Agency Radio Communication System

- Adding new dashboards to the DataOhio Portal, including the State Employee Trends dashboard, the Community Well-being: Social Determinants of Health dashboard, and dashboards to report overdose and substance-use measures. The DataOhio Portal has reached over 325,000 dataset views since its creation in 2020 and hosts more than 300 datasets from 17 state agencies.
- Installing a new flagpole on the roof of the Rhodes Tower and raising a U.S. flag for the first time in recognition of Veterans Day. A flag now flies from the 50-foot flagpole year-round, and a larger flag is raised for several holidays, including Veterans Day, Independence Day, and Memorial Day.
- Partnering with the Ohio Department of Veterans Services to present a special installation in the lobby of the Rhodes State Office Tower recognizing state employees who served in the U.S. Armed Forces.
- Partnering with the Ohio Department of Rehabilitation and Correction on art installations in the lobby of the Rhodes Tower celebrating Black History Month and Women's History Month.

DAS FY 2023 SPENDING

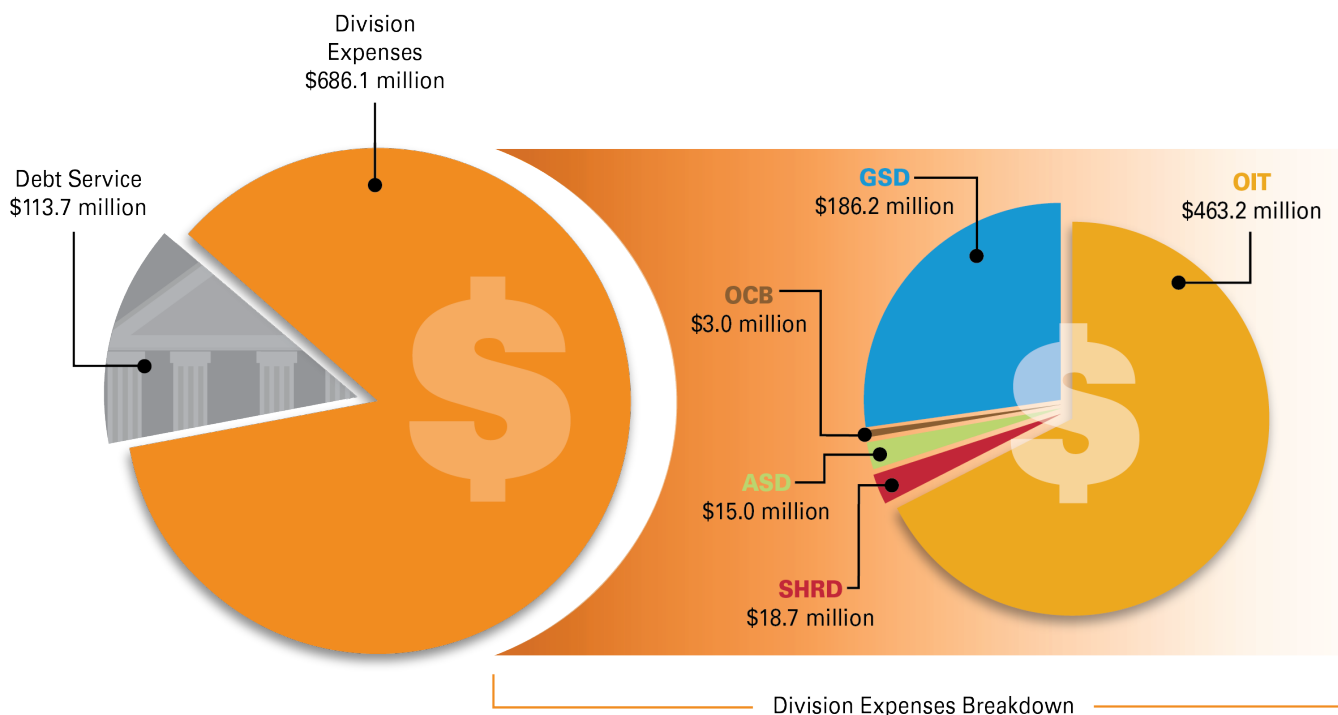
The disbursements of the Ohio Department of Administrative Services during Fiscal Year 2023 totaled \$799.8 million.

Disbursements included debt service of \$113.7 million, which equaled approximately 14% of the total DAS disbursements for the year. The remaining disbursements were the expenses of the DAS divisions, which totaled \$686.1 million.

The expenses of the divisions included personnel services, supplies, maintenance, equipment, and certain pass-through and transfer payments. The individual expenses of the divisions within DAS were as follows: General Services Division, \$186.2 million; State Human Resources Division, \$18.7 million; Office of Collective Bargaining, \$3.0 million; Office of Information Technology, \$463.2 million; and Administrative Support Division, \$15.0 million.

Of the total division expenses, only 5.7% (\$39.3 million) was funded through the State's General Revenue Fund.

The following chart illustrates the distribution of the disbursements:



KEY

ASD - Administrative Support Division
GSD - General Services Division
SHRD - State Human Resources Division

OCB - Office of Collective Bargaining
OIT - Office of Information Technology

August 1, 2023

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